

FIG. 1

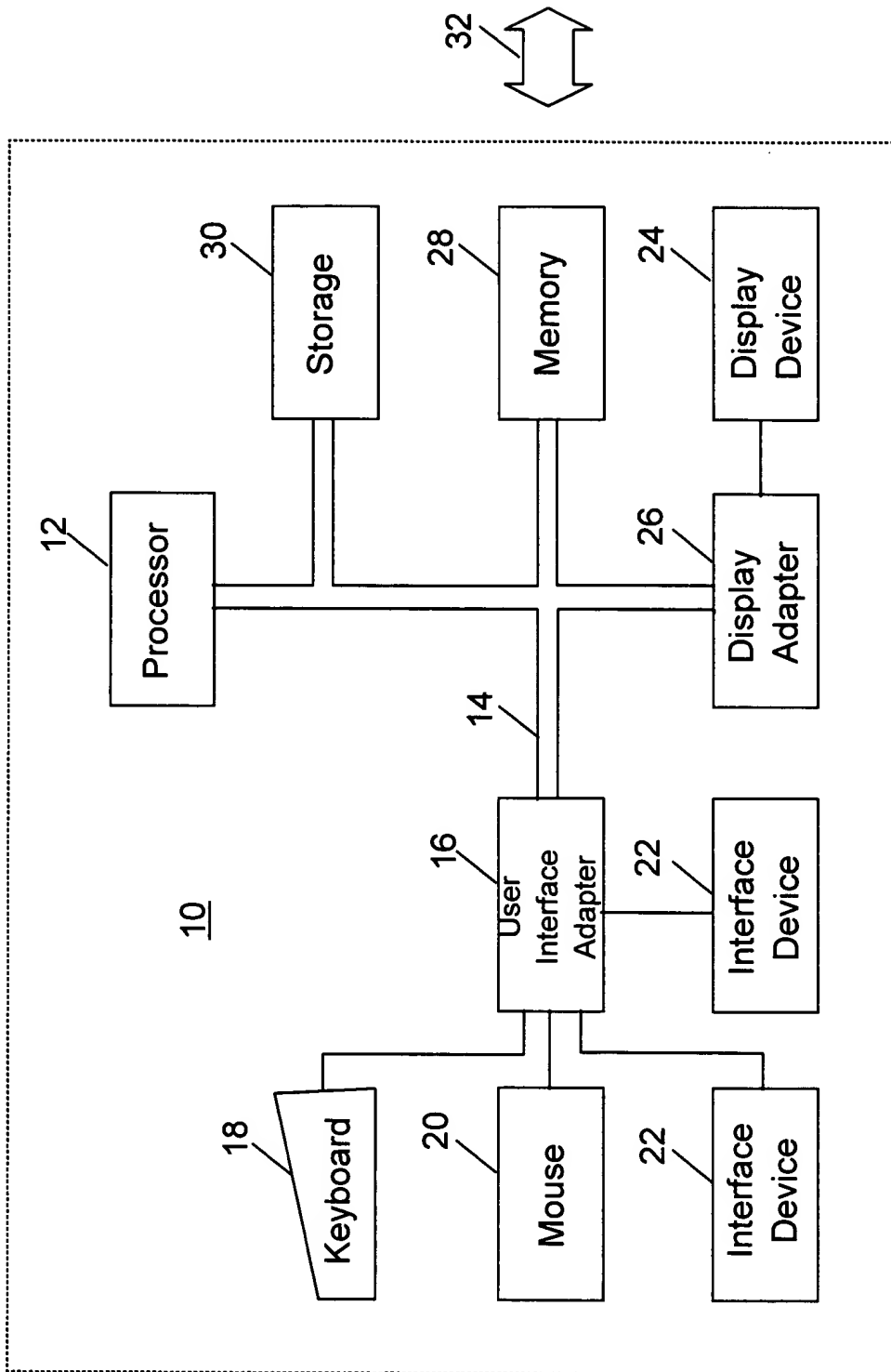


FIG. 2
(PRIOR ART)

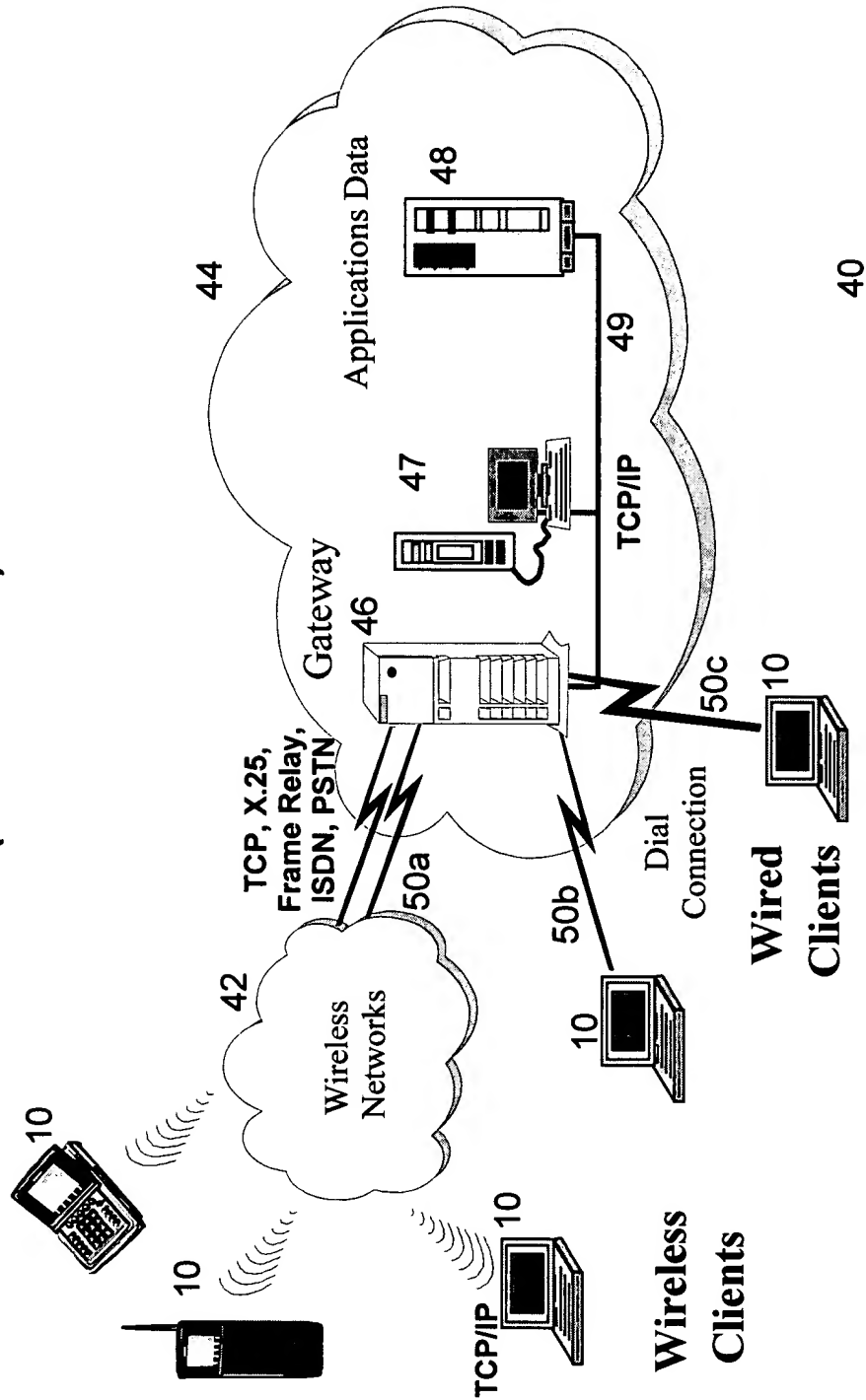


FIG. 3

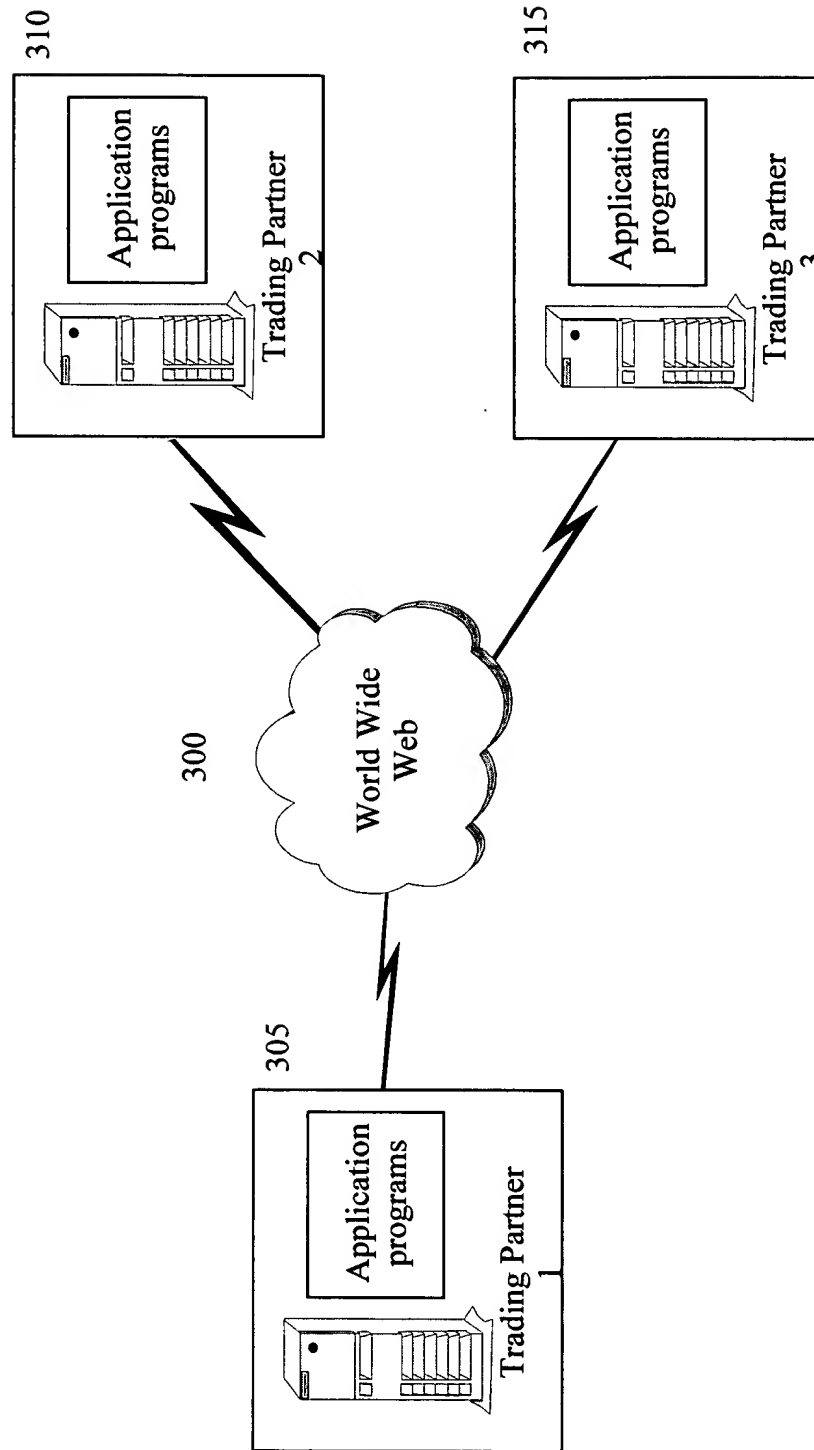


FIG. 4

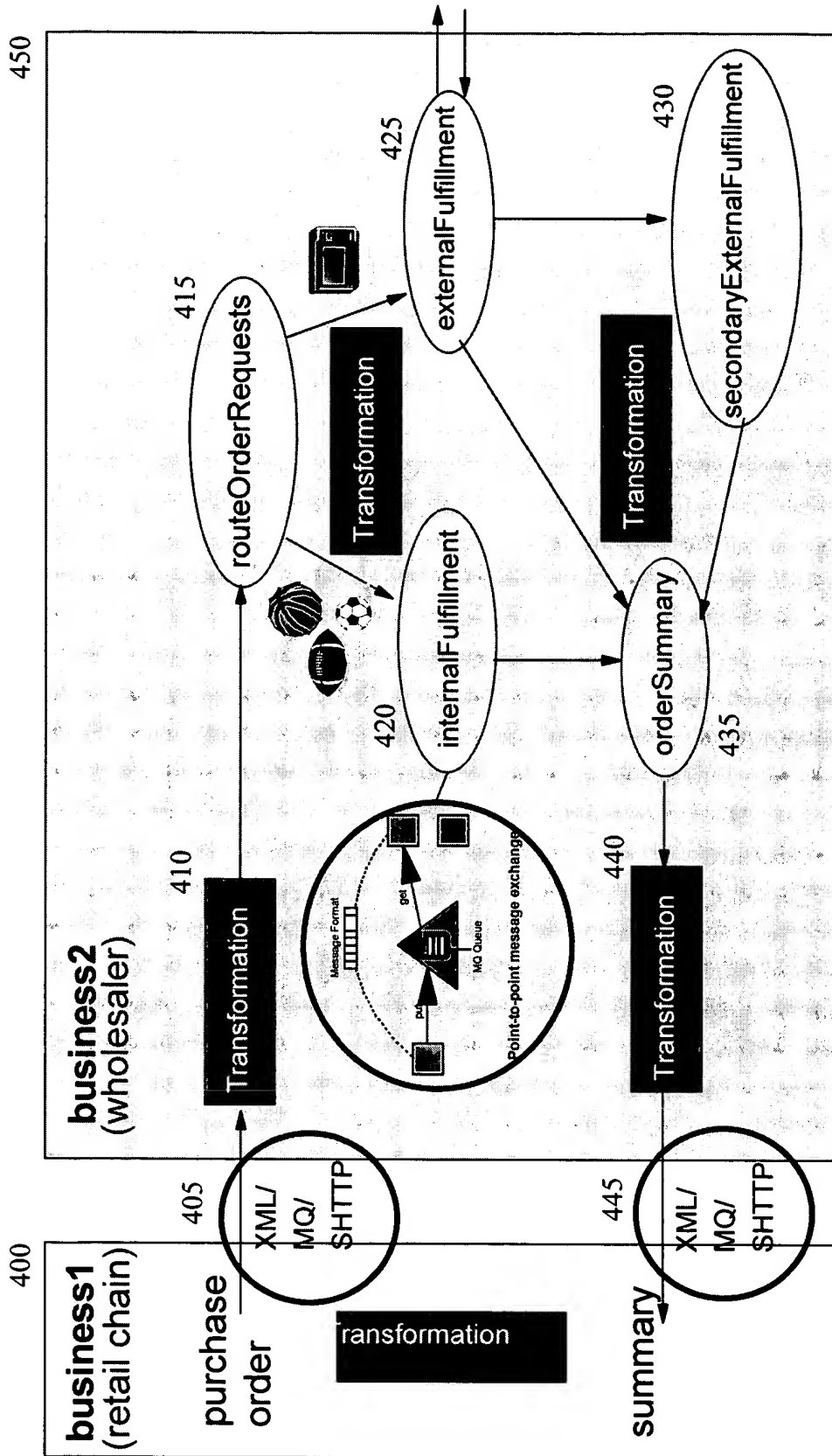


FIG. 5

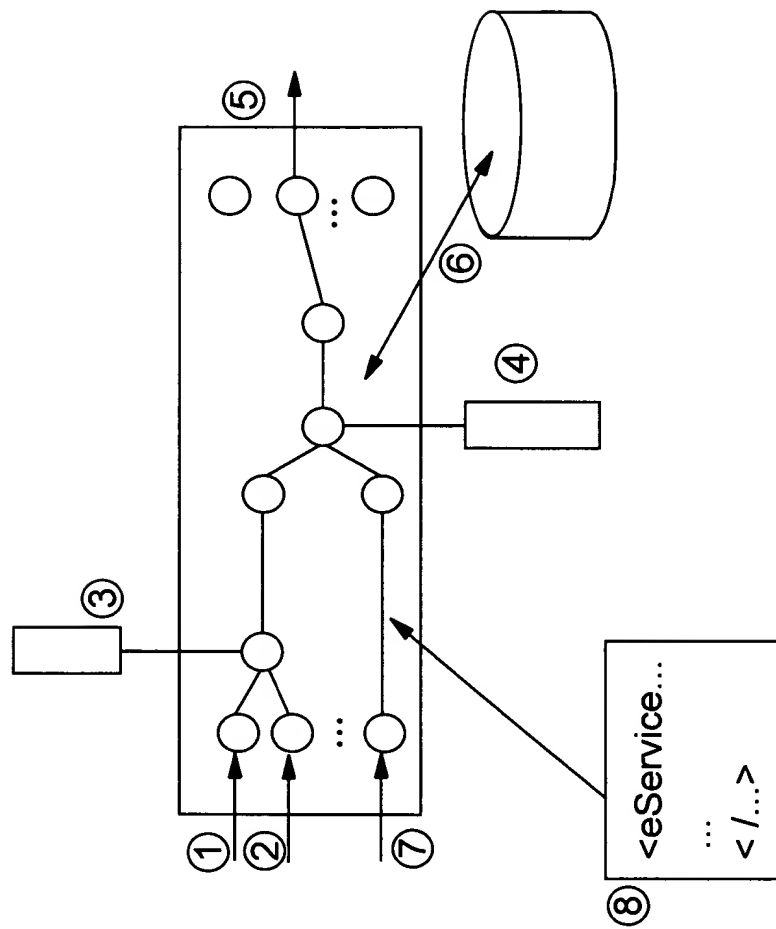


FIG. 6 is a block diagram of a system architecture for a service unit. The system includes a service unit (10) and a control unit (20). The service unit (10) is connected to the control unit (20) via a communication link (30). The control unit (20) is connected to a network (40) via a network interface (50). The network (40) is connected to a server (60) via a network interface (70). The server (60) is connected to a database (80) via a database interface (90). The database (80) is connected to a user interface (100) via a user interface interface (110). The user interface (100) is connected to a user (120) via a user interface interface (130).

FIG. 6

```
<eServiceDefinition>
  <ServiceUnit name=" ..." >
    <description> ... </description>
    <actions> ... </actions>
    <nextServices>
      <service> ... </service>
    ...
  </nextServices>
</ServiceUnit>
<ServiceUnit name=" ..." >
  ...
</ServiceUnit>
</eServiceDefinition>
```

FIG. 7

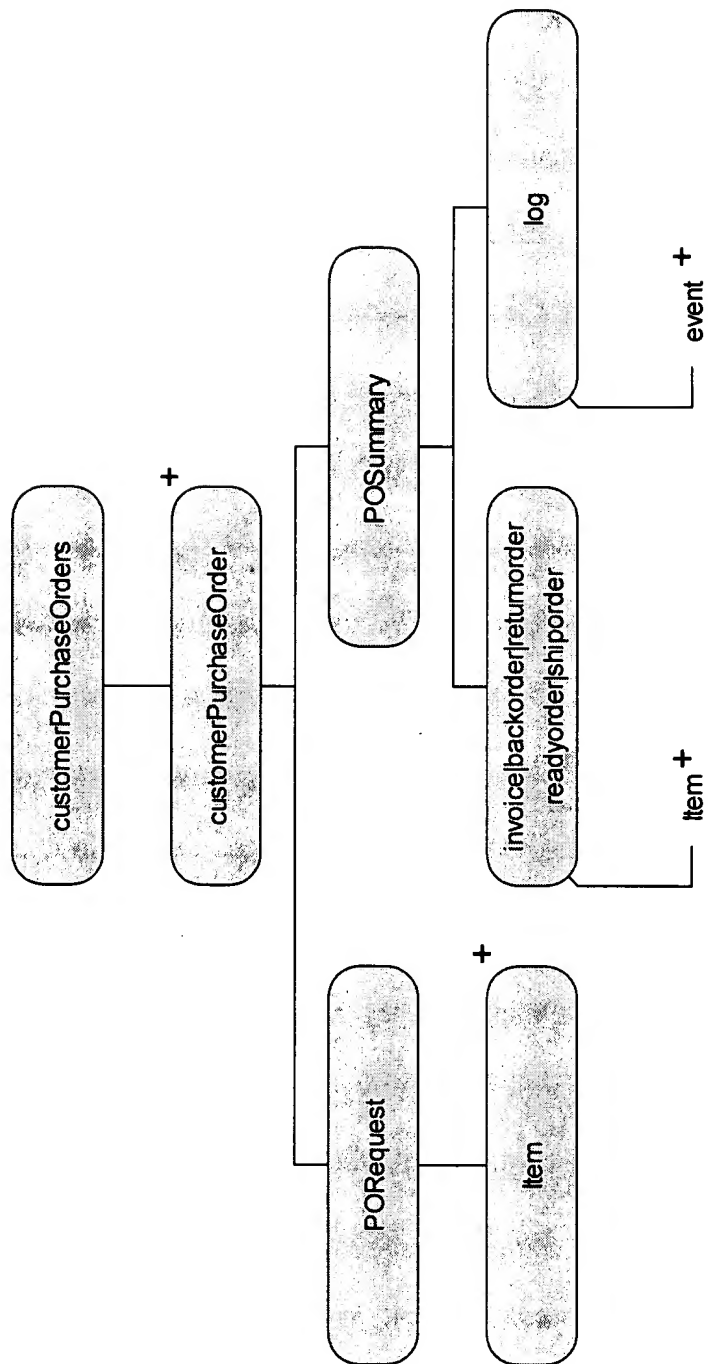


FIG. 8

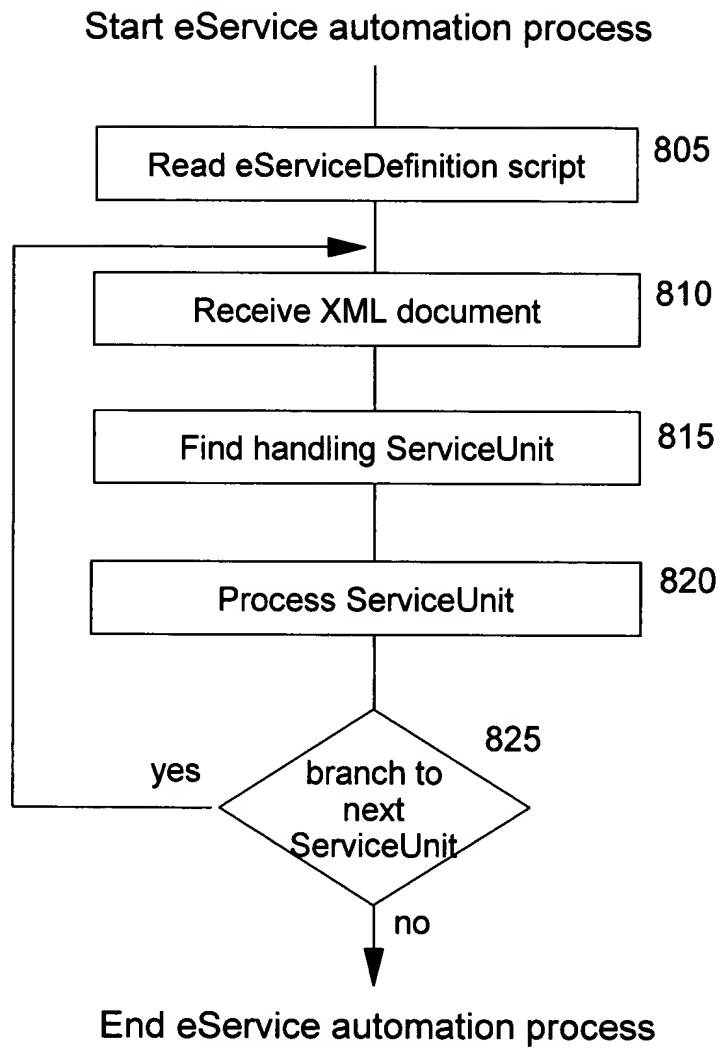


FIG. 9

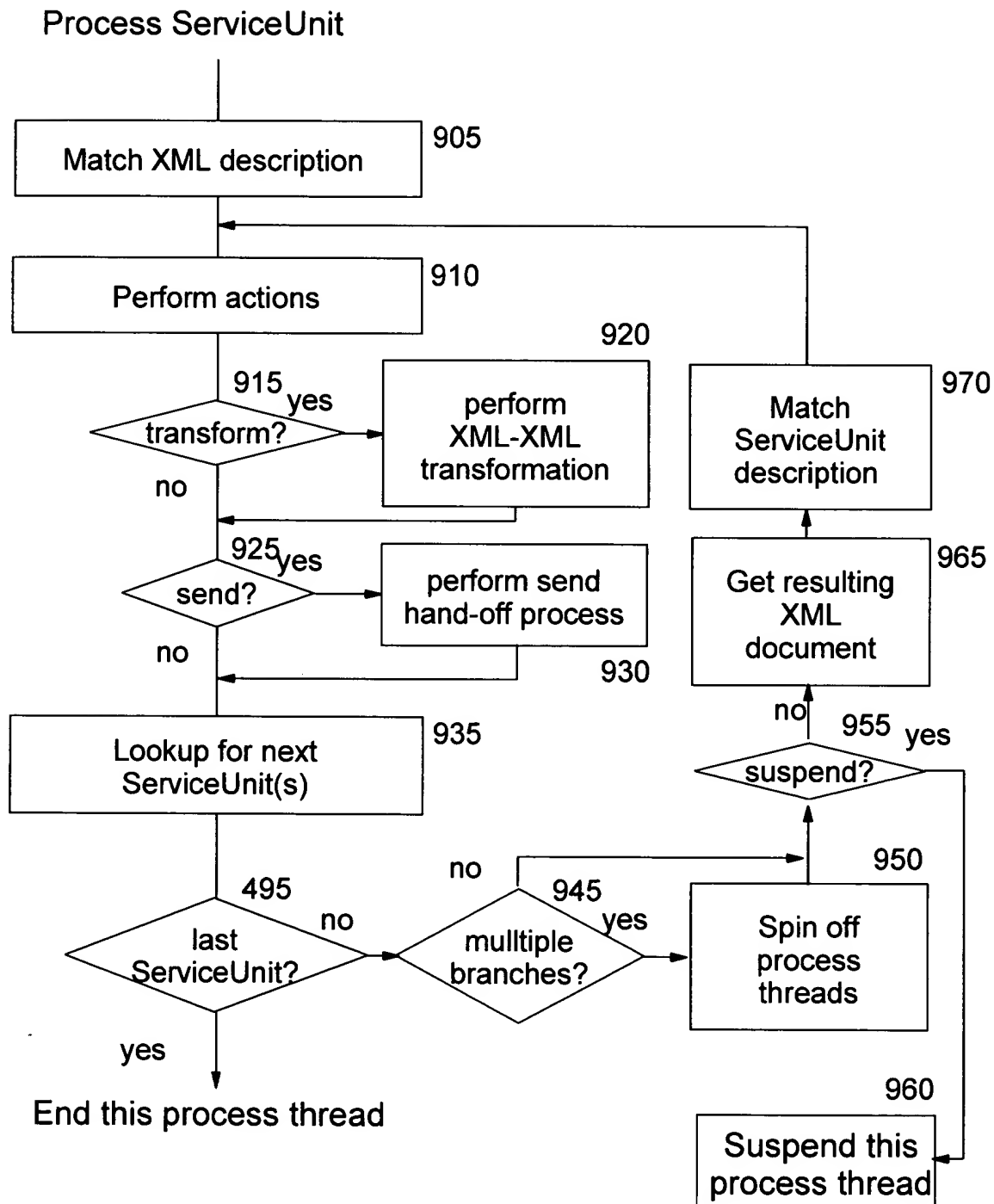


FIG. 10

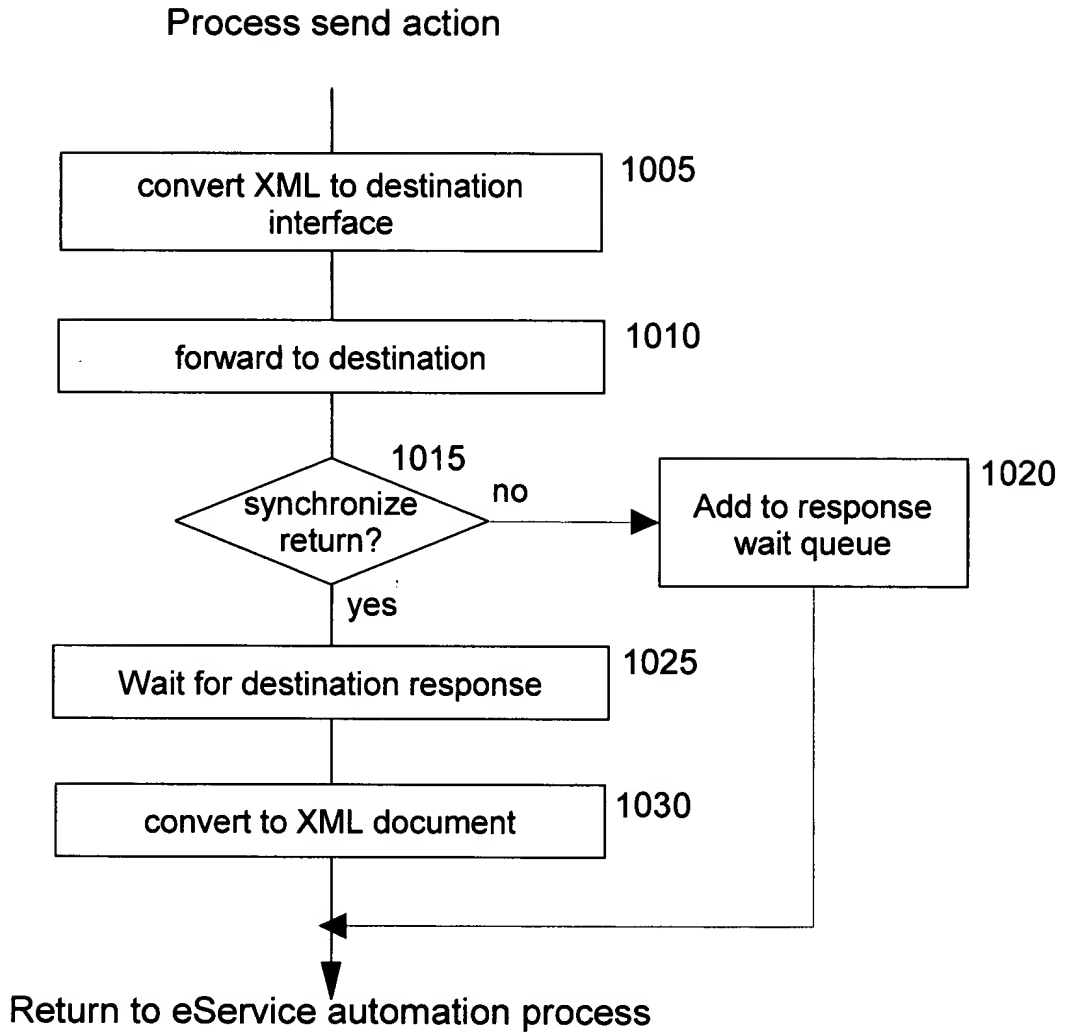


FIG. 11

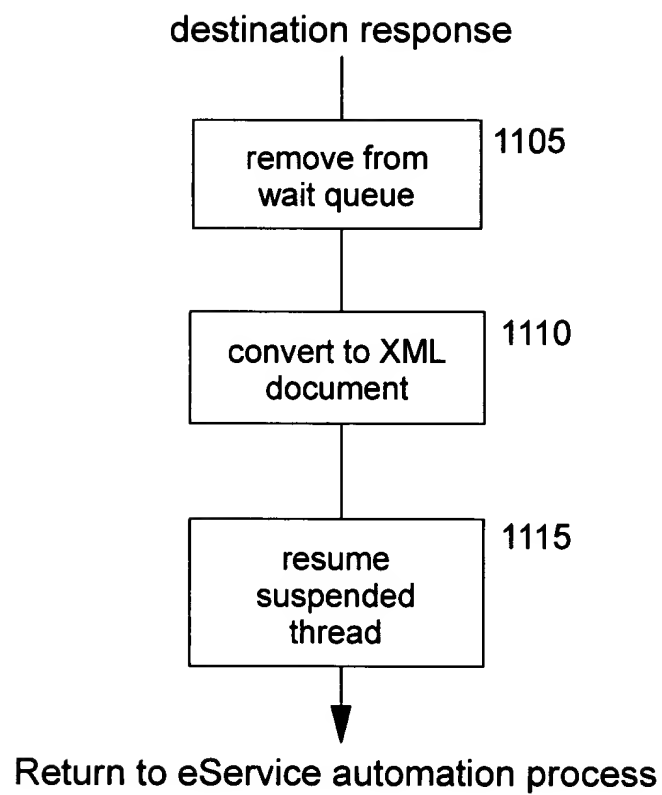


FIG. 12

